

**North Carolina State Disaster Recovery Task Force
Nonprofit and Volunteerism Recovery Support Function**

January 9, 2020, 2-4pm

State Emergency Operations Center, 1636 Goldstar Drive, Raleigh, NC

Meeting Minutes

In attendance

Lead: Daniel Altenau, Catholic Charities

Staff: Amanda Martin and Ruseena Johnson, North Carolina Office of Recovery and Resiliency (NCORR)

Katherine Asaro, NC Pro Bono Resource Center

Heather Black, 211 and United Way

Cynthia Bradley, American Red Cross

Caroline Farmer, NC Governor's Commission on Volunteerism & Community Service

Al Foote, NCVOAD, Cumberland Disaster Recovery Coalition

Pearl Owens, Legal Aid

Andy Shoenig, Rural Forward NC

Beth Hardison, NC Governor's Commission on Volunteerism & Community Service

Jeanne Tedrow – North Carolina Center for Nonprofits

Welcome, Introductions, and Overview of Agenda

A. Martin and D. Altenau provided a brief introduction and agenda overview.

Data Management Systems (Daniel Altenau, NCVOAD)

The group discussed the current data management systems used for coordinating volunteers, donations, and case work. Currently, most groups share the "CAN" system hosted by the American Red Cross, and the Red Cross makes the decision about turning the system on or off for disasters in the state. There is a desire among North Carolina organizations to have a system that is available and accessible on demand.

NCVOAD will make a formal recommendation for the use of a new data management system. NCVOAD is interested in the RSF's input on this decision. The two options currently being considered are DART and Salesforce. DART is a platform hosted by National VOAD. DART helps users manage donations, volunteers, and superficial case work, and these functions are available at no cost. The DART module to handle advanced case work is reserved for very large disasters and is available at cost, but likely could be written into a FEMA declaration and covered. National VOAD is hosting webinars to discuss DART functionality Feb 11, 12 and 13th at 4pm. Information on webinars will go out to RSF members.

The other data management system under consideration is Salesforce. The development of this option came out of an ongoing conversation between NCVOAD and the Governor's Commission on Volunteerism. Salesforce is not free but the Commission would provide initial funds for development and early operation. Salesforce is similar to DART with respect to donations management. It includes the ability for volunteer groups to report their volunteer hours. This information can then be used by the state to provide match for grants or to report to the public about the contribution of volunteers to recovery. Salesforce also individually pushes out information that a user wants to follow via notifications in its app. A webinar on Salesforce will be held January 16, 2020. Information on the webinar will be sent to the RSF members.

NCVOAD will host a comment period after the webinars for both systems to get input on the decision.

[Review of Potential Action Items on Diversity and Inclusion \(Amanda Martin, NCORR\)](#)

A. Martin reviewed the potential action items discussed at the previous RSF meeting on diversity and inclusion. The first is for the RSF to recommend that NCEM add additional community groups to State Emergency Response Team (SERT). The SERT helps build relationships that support information flow and decision-making in response and recovery. The second action item is to structure education for RSF members and member organizations on populations that are underserved during disasters, to better understand sensitivities and communication best practices.

[Working Groups for Two RSF Priority Issues](#)

The RSF members volunteered for one of two working groups to make progress on both priority items: recommending a data management system and improving diversity and equity in disaster recovery efforts.

[Updates from Members](#)

Member organizations provided updates on their ongoing activities. D. Altenau noted that this was his last meeting as NC VOAD President. A. Martin shared that the Intergovernmental and Communications Recovery Support Function (RSF 2) would like to know if we have suggestions for how they can more effectively facilitate communication to/from state to local government. Issues raised by the group:

- A mayor did not know how to contact his local Emergency Management during Hurricane Dorian –he did not know the backline number so he was calling the main number and being transferred to 911. He was posting his county's needs on Facebook, which is not ideal.
- More people might use WebEOC in disasters if there was greater training about how to use it. However, only one person in the county is permitted to have access to WebEOC.
- There as a suggestion that RSF 2 annually provide a list of phone numbers relevant to disaster and intergovernmental connections
- Concern: Long term recovery groups (LTRGs) are not regularly being notified in advance of when the Governor's Commission on Volunteerism is coming to their county to discuss long term disaster recovery efforts. The Commission responded that staff will begin checking the schedule

two weeks out so that travel dates can be distributed to the local governments, LTRGs, and local emergency management.

- There is a disconnect between local and state government that has a ripple effect on SERT Team and the community.
 - There used to be a ReBuild NC representative who came to Cumberland Disaster Recovery Coalition meetings and provided updates about happenings in the state. That was a helpful practice
 - The work of Phil Triplett, NC Emergency Management Voluntary Agency Liaison (VAL), was commended for helping facilitate communication between local groups/agencies and state government
 - RSF members expressed a desire to see more relationship building from Emergency Management when there is not a disaster. For example, disaster recovery groups and volunteers could remain engaged in communities when there is not an emergency.
- RSF members also discussed a desire to know what the other RSFs are discussing in case they are doing work that would be useful to this RSF. A quarterly email that includes content from each RSF chair could be distributed to RSFs.

Next Steps

Next meeting time/date is to be determined.

Work group meetings (not official RSF meetings) were scheduled:

Diversity and Inclusion Workgroup - February 6, 2020, 2-4pm, at Catholic Charities

Data Management Workgroup - Week of Feb 17th (date TBD) at Catholic Charities

Meeting adjourned.